

In re: Malcom B. Strandberg

Filed: September 28, 1998

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including at least a telephone number to be dialed, said system comprising:

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a data path interface, coupled to said data path, for receiving said request over said data path, for identifying said call back data, and for placing said call back data into at least one call record store; and

an automated dialer system, located at a second location remote from said first location and coupled to said data path interface, and responsive to said at least one call record store, for automatically retrieving telephone numbers to be dialed from said call record store, and for processing said telephone numbers as an outbound telephone call campaign;

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means for causing said automated dialer system to substantially immediately dial said telephone number to be dialed and for substantially immediately and continuously redialing said telephone number to be dialed each time said telephone number dialer detects a busy signal;

wherein said data path may be established using any of a direct data path, a global computer network, or a telephone network.

13. A system for providing a telephone call back from a request transmitted over a global computer network from a data terminal located at a remote location, said request including call back data including at least a telephone number to be called, said system comprising:

a data path interface, connected to said global computer network, for interfacing with said global computer network and receiving said request over said global computer, for identifying said call back data, and for storing said call back data including said at least one telephone number in a call record store; and

an automated dialer system, responsive to said call record store, for retrieving said telephone numbers in said call record store and automatically calling said telephone numbers, said automated dialer system including:

a call scheduler, for ordering and scheduling said telephone numbers;

a predictive dialer, responsive to said ordered telephone numbers, for initiating dialing of each of said ordered telephone numbers as scheduled, and for connecting an answered call to a telephone of an available agent of a pool of agents coupled to said automated dialer system; and

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D2 means for causing said call scheduler and predictive dialer to substantially immediately dial said telephone number to be dialed and for substantially immediately and continuously redialing said telephone number to be dialed each time said telephone number dialer detects a busy signal.

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D3 22. A method for providing a telephone call back from a request made by an inquiring party at a remote location, wherein said request includes call back data transmitted over a data path from a terminal at said remote location, said call back data including at least a telephone number to be dialed, said method comprising the steps of:

receiving said request transmitted from said terminal at said remote location;

identifying said call back data including at least one telephone number to be dialed;

placing said call back data into a call record store;

retrieving telephone numbers to be dialed from said call record store;

scheduling said telephone numbers to be dialed substantially immediately;

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automatically dialing each of said telephone numbers as scheduled over a telephone line using a predictive dialer and continuously redialing any of said telephone numbers each time a busy signal is detected; and

connecting said telephone line to a telephone of an available agent of a pool of agents, if an answer is detected.
